City of Tempe Internal Audit Department Taxpayer Surveys Summary of Comments Provided by Survey Respondents 2012

	New Licensees
	General Comments & Suggestions
1	I have cancelled an old license several times and so far nothing has been done. Extremely poor service! Very disappointed.
2	The only bad part is the cost. For Phoenix permit it's over a hundred dollars less!
3	Took 2 months to get my paper license, but all worked well. This is second time doing business in Tempe. It is the best city yet.
4	Done online - did not talk to staff.
5	It took almost 2 months to receive a copy of our Privilege Tax License. 2 very different experiences with your staff members. When my office manager called your department the first time, the woman who answered the phone was amazingly short-tempered, unprofessional, and rude. I wish I could remember her name. The 2nd person was just the opposite-amazing-her name is and she was very helpful and treated us with respect.
6	You should make it so you can apply for a business license online like the City of Chandler. You can also pay your taxes each month online as well.
7	Each time I called (twice) to get resolution I was told a different story. Finally I was able to be transferred to a supervisor and left a message. She did return my call and after 15 min discussion, she was able to assist me.
8	Past due licenses charged penalty and interest for tax voluntarily collected from our customers, then a license had to be obtained to remit the tax.
9	I filed in December, did not get physical copy until April.
10	The whole taxing of an individual property is ridiculous. I am not a corp. just an individual trying to make mortgage pymts. The flyer is very confusing.
11	Your processing time is very slow.
12	Representative offered to look in the current day's mail for our registration since we were in a rush. Awesome!!
13	Online filing would be awesome.
14	I wanted to turn in my license by hand & ask questions. I couldn't find where the tax division was physically located from the website, so I just went to the main city office building & got directions, but between having a hard time finding the city office building, then trying to find parking, then finding the tax office, it took so long that the office was closed and I had to go back another day. If there were directions to the tax office & a note of where to park, it would have been much easier. Other than that, the service was prompt and courteous. Thanks!
15	Need to have access to file sales and use tax returns online.
16	Confusion about my license but it worked out. I had to reapply. Your office is very helpful and nice talk to people and want to helpyou do not treat people companies like they are a bother. Thx have a nice day.
17	Impressed with the helpful & friendly help. We aren't investors but have one rental for 2 of our children so we don't navigate City/State tax & license issues.
18	Did it all on line - It was efficient & easy.
19	& were very helpful throughout the whole process! Thank you!

20	Tempe needs to provide on-line tax filing and payment. Mailing, copying and check payment is a waste of money and time for the taxpayer as well as the City of Tempe.
21	You guys are great - Tempe Rocks!
22	Everyone I have spoken to has been friendly and helpful.
23	You sent me a blank 2011 tax form with no good instructions - & not applicable - & a bill-which didn't show I paid the \$70 fee.
24	Office lost/separated check from tax application. Was hung up on & never received call back from supervisor as requested.
25	The website was informative and I didn't need to contact anyone to complete registration.
26	Keep up the great work!
27	Not able to make contact using phone - was put on hold and then got disconnected. However, got very prompt response to email!
28	I do not have a business in Tempe. I am a condo owner that my granddaughter is living in & I already pay property tax.
29	I love the City of Tempe.
30	The web site was very confusing. I thought that I would have to pay more for my business license then I did. The address of the licensing office was wrong online as well as on some of the paperwork. I was told that the address that I originally was over two years old. The lady that helped me at the business license office was great. She was very helpful and friendly. I wish I could remember her name. Keep up the good work. AAA+
31	Thank You!
32	was very helpful in getting me set up correctly. As a 1st time business owner, she guided me thru the necessary steps & I appreciated her friendly, helpful directions!
33	Very helpful.
34	Service was quicker than many other cities and states. The staff member who helped me was extremely helpful, friendly, and courteous.
35	Very friendly and helpful. Thank you.
36	Pleasantly surprised at how fast I was taken care of after I finally found the right place.
37	in your Tempe office treated me very well. I had several questions and he was very patient with me and explained in great detail the tax privilege process.
38	No wonder people just walk away from their homes when underwater.
39	We pay about 18 different properties for various owners of rental properties & each pay period (monthly or qtly). I never receive all of the owner tax reports consistently even though all mailing goes to our company. I still have not received three 2012 tax licenses but paid for on Dec 6, 2011.
40	The address for my business is incorrect and I will have to get this fixed.
41	Please provide e-filing service.
42	Great Job!
43	Sure wish you could convert my account type to annual sooner than "after 12 months." An ordinary person renting out a single house is never going to generate much revenue.
44	People I spoke with were very friendly and helpful on the phone. Overall, an easy process to get set up with new lic.
45	License did not come for several weeks after my check was cashed. I had to call to find out why. Employee was friendly and helpful.
46	Thanks!
47	Thanks!
48	I have experienced such friendly, knowledgeable, genuinely happy city workers. An auditor (not my auditor) talked to me for over a 1/2 hour explaining the process to me and cracked jokes which was so refreshing. Love love love City of Tempe staff. Such a welcome change from City of Scottsdale.

49	Very friendly staff, quickly returned phone calls, very knowledgeable.
50	Your rental tax form is complicated, send a filled out example instead of pages of instructions.
51	I did everything on line and did not speak with anyone, good internet service.
52	Customer service could be a little more friendly.
53	Woman up front was very helpful and knowledgeable about all of my questions.
54	The only issue I did encounter was that my payment was posted to someone else's acct., was a little frustrating providing addtl documents to get it resolved and correctly posted to my acct.
55	I have cancelled an old license several times, and so far nothing has been done. Extremely poor service! Very disappointed.
56	Very easy to obtain tax license.
57	Very helpful and polite.
58	The lady behind the window was distracted for no apparent reason, was not listening to my request for information without repeating it. This was not my first encounter. The first time was excellent when it was across the street a few years ago.
59	Some cities pro-rate the year, paid \$70 for only 6 months, did all transaction from online, mailed 6/24/12 received license 7/31/12.
60	It is our first rental property and your paperwork is geared toward business rather than investment property.
61	Very nice people to work with especially when you are new to the process.
62	Form was tough to understand, but okay after a while.
63	was superb.
64	1) Military personnel who are transferred should be an exception. In this case the rent is less than the mortgage payments and it would have lost \$60,000 if sold. I am forced to lose money another way by this tax, 2) it is a double property tax, 3) it is not a business if just one home is being rented.
65	Easy process-easy in and out at the building!
66	You are doing a great job.
67	Good Service! Parking is a little confusing/difficult.
88	I didn't receive my TPT form for May. Had to go online to get one. Your tax calculation template is the best one out there.
69	Both your licensing and over-the-counter permit processes were quick and painless! Thank you!
70	Everything was done online and then mailed.
71	Pleasantly surprised at the prompt friendly service.
72	was absolutely wonderful to deal with over the phone!
73	Accountant took care of this.
74	I was very impressed by the service provided by She did an excellent job answering my questions and following up with me.
75	at the licensing dept. was awesome and so helpful. Thank you.
76	Staff is fine. Options for payment need to be quarterly or yearly. Monthly is too cumbersome. Also my last name is incorrect.
77	I sent my license application in on 6/27/12 and received the license on 10/2/12. That response time is terrible. Especially when the City wants its money in a timely manner, but doesn't extend the same courtesy to applicants.
78	at 480-350 was excellent to work with. She went beyond expectations in assisting us to obtain our license.
79	We were mailed a final notice letter from several weeks after we had mailed in our application with the \$70 fee (and check had cleared several weeks prior to the date on the letter) was very helpful when I called on this matter, but it appears not all the kinks have been worked out of your application process and/or dept.

This process is very confusing for those who are new to being a landlord. You should send much better information regarding the entire process! Misspelled my name. No one proofed? I'd like error corrected, please. Misspelled my name. No one proofed? I'd like error corrected, please. Mostly non applicable - All steps to 'apply' done by website - no communication with staff. It has taken almost a month to receive a response, which is slower than other cities - overall satisfactory. Love doing license with you - very good Love doing license with you - very good Avesome staff. I clidin't have to wait on-line. The name written on the application was Paul and the license came back Keith. I have no idea how that happened but it required a call to correct the acct name. Love the girls at the tax office!! So friendly, pleasant and helpful. Fees for moving in same city? Really. Been in Tempe since 1999. Great work-very helpful and received my license in timely manner. Thank you. Somewhat confusing for just a home - owner renting his home. I was totally unaware there fees were even collected. What do we do best? Explained everything thoroughly. Answer my questions, provide necessary forms and calculations. Responding in a timely manner. Answered questions and knowledgoable. Explained process of submitting returns, very detailed. Friendly, helpful, reasonable. The knowledge of the auditor and the audited subject as well as the patience and fairness he provided to the taxpayer. Explained process well. Mr was very informative and reassuring (the initial letter not so much). Thorough explanation of what to do. Very helpful and polite especially since I called with a lot of questions. Helpful. Minimal questions she understood the issue and resolved it easily. Everything was great. Horough explanation of what to do. Very helpful and polite especially since I called with a lot of questions. Holpful. Minimal questions she understood the issue and resolved it easily. Everything was great.		
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Z3 Listen.		
	23	LISTEN.

	How can we improve the process?
1	I sent everything in and got no feedback.
2	We were not aware of the privilege tax until we got a nasty letter from the City. After we researched the issue with the City, we got another nasty letter from the County. Could this process start with an informative letter? Could your auditors alert us to the fact that the County has requirements too?
3	The process was fine.
4	Impossible.
5	Have more employees like
6	By showing City of Tucson how to boost their revenue by having experienced professional people like seeking non licensed and non-filers in Tucson and Pima County. The fact that did the research to seek out our company on this project and helped us file the paperwork correctly was a big help. If the City of Tucson used the same process to seek non-filers, they could pay for their entire dept.
7	I do not have any suggestions at this time.
8	Keep doing what you are doing now.
9	Better consistency between state and city codes.
10	Automatic on-line payments-annual or quarterly payments-monthly is too frequent-let's reduce paperwork and too frequent Tempe mailings-time to get current with technology and online payments.